

# Enterprise Incident Report Dec 2010

As of 1/3/2011

## Alcoholic Beverage Control

### First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.

Cells displayed show the number of incidents resolved on first contact during the reporting period.

Customer Company	Top Number - Total Incidents			
	Bottom Number - First Contact Resolution			
	High	Low	Medium	FCR Total
Alcoholic Beverage Control	2 0	92 69	17 11	111 80
<b>Customer Company Total</b>	2 0	92 69	17 11	111 80

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#### Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards.

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock minutes.

Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

**Top Number - Total Incidents**

**Bottom Number - Missed Initial Response**

Customer Company	High	Low	Medium	MIR Total
Alcoholic Beverage Control	2 0	92 5	17 0	111 5
Customer Company Total	2 0	92 5	17 0	111 5

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### Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards. Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock hour minutes.

Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Customer Company	Top Number - Total Incidents Bottom Number -Average time in hours			
	High	Low	Medium	ATTIR Total
Alcoholic Beverage Control	2 0.04	92 0.39	17 0.03	111 0.33
<b>Customer Company Total</b>	2 0.04	92 0.39	17 0.03	111 0.33

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#### Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards.

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Customer Company	Top Number - Total Incidents			
	Bottom Number - Missed Resolution			
	High	Low	Medium	MR Total
Alcoholic Beverage Control	2	92	17	111
	0	2	0	2
Customer Company Total	2	92	17	111
	0	2	0	2

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### Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards. Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Customer Company	Top Number - Total Incidents Bottom Number - Average time in hours			
	High	Low	Medium	ATTR Total
Alcoholic Beverage Control	2 0.04	92 0.52	17 0.05	111 0.44
<b>Customer Company Total</b>	2 0.04	92 0.52	17 0.05	111 0.44

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## Detail

<b>INC000000226630</b>	Anita Knowley Metro D Desktop Support	Mobile Devices Kevin Perry	Error Alcoholic Beverage Control	None Low	Closed	TIR Missed: Yes TTR Missed: Yes	TIR: TTR:	21.60 21.60
<b>INC000000227252</b>	Liquor Store 16 Metro D Desktop Support	Application Greg Clawson	Error Alcoholic Beverage Control	Microsoft Windows XP Professio Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000227257</b>	Liquor Store 43 Metro D Desktop Support	Print/Copy/Scan/Fax Greg Clawson	Incident Alcoholic Beverage Control	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000227289</b>	Liquor Store 41 Metro D Desktop Support	Application Greg Clawson	Reporting Alcoholic Beverage Control	Triversity Point-of-Sale Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000228110</b>	Margaret Hardie Metro D Desktop Support	PC/Laptop Rod Tucker	None Alcoholic Beverage Control	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000228173</b>	Liquor Store 18 Metro D Desktop Support	Application Greg Clawson	Reporting Alcoholic Beverage Control	Triversity Point-of-Sale Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000228186</b>	Liquor Store 44 Metro D Desktop Support	Application Greg Clawson	Error Alcoholic Beverage Control	Triversity Point-of-Sale Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000228190</b>	Liquor Store 30 Metro D Desktop Support	Application Greg Clawson	Error Alcoholic Beverage Control	Triversity Point-of-Sale Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000228192</b>	Liquor Store 06 Metro D Desktop Support	Application Greg Clawson	Error Alcoholic Beverage Control	Microsoft Windows XP Professio Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000228200</b>	Justin Broderick Metro D Desktop Support	Application Greg Clawson	Error Alcoholic Beverage Control	Automatic Storage and Retrieval Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000228206</b>	Liquor Store 41 Metro D Desktop Support	Application Greg Clawson	Reporting Alcoholic Beverage Control	Triversity Point-of-Sale Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000228212</b>	Liquor Store 06 Metro D Desktop Support	Application Greg Clawson	Error Alcoholic Beverage Control	Triversity Point-of-Sale Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000228214</b>	Liquor Store 05 Metro D Desktop Support	Application Greg Clawson	Error Alcoholic Beverage Control	Microsoft Windows XP Professio Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000228218</b>	Liquor Store 39 Metro D Desktop Support	Application Greg Clawson	Error Alcoholic Beverage Control	Triversity Point-of-Sale Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000228242</b>	Liquor Store 03 Metro D Desktop Support	Application Greg Clawson	Error Alcoholic Beverage Control	Triversity Point-of-Sale Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000228389</b>	Liquor Store 19 Metro D Desktop Support	EIS Hardware Rod Tucker	None Alcoholic Beverage Control	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00

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<b>INC000000228652</b>	Liquor Store 43 Metro D Desktop Support	Application Greg Clawson	Reporting Alcoholic Beverage Control	Triversity Point-of-Sale Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000228653</b>	Liquor Store 21 Metro D Desktop Support	Application Greg Clawson	Error Alcoholic Beverage Control	Triversity Point-of-Sale Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000228655</b>	Liquor Store 25 Metro D Desktop Support	PC/Laptop Greg Clawson	Hardware Alcoholic Beverage Control	None Medium Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000228656</b>	Liquor Store 10 Metro D Desktop Support	Application Greg Clawson	Reporting Alcoholic Beverage Control	Triversity Point-of-Sale Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000228657</b>	Liquor Store 36 Metro D Desktop Support	Application Greg Clawson	Reporting Alcoholic Beverage Control	Triversity Point-of-Sale Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000228658</b>	Liquor Store 32 Metro D Desktop Support	Application Greg Clawson	Error Alcoholic Beverage Control	Triversity Point-of-Sale Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000228678</b>	Liquor Store 43 Metro D Desktop Support	Application Greg Clawson	Error Alcoholic Beverage Control	Triversity Point-of-Sale Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000228679</b>	Liquor Store 31 Metro D Desktop Support	Application Greg Clawson	Error Alcoholic Beverage Control	Triversity Point-of-Sale Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000228680</b>	Liquor Store 16 Metro D Desktop Support	Application Greg Clawson	Reporting Alcoholic Beverage Control	Triversity Point-of-Sale Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000228681</b>	Liquor Store 08 Metro D Desktop Support	Application Greg Clawson	Error Alcoholic Beverage Control	Triversity Point-of-Sale Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000228686</b>	Liquor Store 32 Metro D Desktop Support	Application Greg Clawson	Error Alcoholic Beverage Control	Triversity Point-of-Sale Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000228689</b>	Liquor Store 38 Metro D Desktop Support	Application Greg Clawson	Error Alcoholic Beverage Control	Triversity Point-of-Sale Medium Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000228690</b>	Liquor Store 19 Metro D Desktop Support	Application Greg Clawson	Error Alcoholic Beverage Control	Triversity Point-of-Sale Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000228691</b>	Liquor Store 31 Metro D Desktop Support	Application Greg Clawson	Error Alcoholic Beverage Control	Triversity Point-of-Sale Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000228692</b>	Liquor Store 02 Metro D Desktop Support	Application Greg Clawson	Reporting Alcoholic Beverage Control	Surveillix Surveillance Systems Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000228694</b>	Liquor Store 19 Metro D Desktop Support	Application Greg Clawson	Error Alcoholic Beverage Control	Microsoft Windows XP Professi Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000228926</b>	Liquor Store 05 Metro D Desktop Support	PC/Laptop Greg Clawson	Error Alcoholic Beverage Control	None Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00

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<b>INC000000229140</b>	Liquor Store 36 Metro D Desktop Support	Application Rod Tucker	None Alcoholic Beverage Control	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000229527</b>	Liquor Store 41 Metro D Desktop Support	Print/Copy/Scan/Fax Greg Clawson	Error Code Alcoholic Beverage Control	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000229528</b>	Liquor Store 38 Metro D Desktop Support	Application Greg Clawson	Error Alcoholic Beverage Control	Triversity Point-of-Sale Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000229531</b>	Liquor Store 19 Metro D Desktop Support	Application Greg Clawson	Error Alcoholic Beverage Control	Triversity Point-of-Sale Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000229533</b>	Liquor Store 44 Metro D Desktop Support	PC/Laptop Greg Clawson	Hardware Alcoholic Beverage Control	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000229535</b>	Liquor Store 35 Metro D Desktop Support	Application Greg Clawson	Reporting Alcoholic Beverage Control	Triversity Point-of-Sale Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000229538</b>	Liquor Store 14 Metro D Desktop Support	None Greg Clawson	None Alcoholic Beverage Control	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000229540</b>	Liquor Store 05 Metro D Desktop Support	Application Greg Clawson	Reporting Alcoholic Beverage Control	Triversity Point-of-Sale Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000230112</b>	Robert Hansen Metro D Desktop Support	Network Kevin Perry	Incident Alcoholic Beverage Control	None Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	2.05 2.05
<b>INC000000230252</b>	Liquor Store 05 Metro D Desktop Support	Application Rod Tucker	None Alcoholic Beverage Control	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000230256</b>	Liquor Store 04 Metro D Desktop Support	Application Rod Tucker	None Alcoholic Beverage Control	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000230257</b>	Liquor Store 30 Metro D Desktop Support	Application Rod Tucker	None Alcoholic Beverage Control	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000230258</b>	Liquor Store 02 Metro D Desktop Support	Application Rod Tucker	None Alcoholic Beverage Control	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000230325</b>	Liquor Store 23 Voice Operations	Telecom Annette Nielsen	Call/Receive Alcoholic Beverage Control	None Medium	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.25 0.59
<b>INC000000230972</b>	Liquor Store 25 Metro D Desktop Support	Application Greg Clawson	Error Alcoholic Beverage Control	Triversity Point-of-Sale Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000230984</b>	Liquor Store 33 Metro D Desktop Support	Print/Copy/Scan/Fax Greg Clawson	Toner/Fuser/Ink Alcoholic Beverage Control	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000230986</b>	Liquor Store 31 Metro D Desktop Support	Application Greg Clawson	Error Alcoholic Beverage Control	Triversity Point-of-Sale Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00



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<b>INC000000230993</b>	Liquor Store 28 Metro D Desktop Support	Application Greg Clawson	Error Alcoholic Beverage Control	Escalate Retail (ERP) Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000231389</b>	Cindy L Holmes Metro D Desktop Support	Print/Copy/Scan/Fax Scott Hulse	Toner/Fuser/Ink Alcoholic Beverage Control	None Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.70 1.12
<b>INC000000233146</b>	Liquor Store 05 Metro D Desktop Support	Application Greg Clawson	Error Alcoholic Beverage Control	Microsoft Windows XP Professi Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000233272</b>	Keith Zuspan Campus Networking	Network Jordy Davis	Error Alcoholic Beverage Control	None Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.09 0.09
<b>INC000000234152</b>	Mollie Brewer Metro D Desktop Support	Application Scott Hulse	Reporting Alcoholic Beverage Control	Carillon Financials Low Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	5.50 5.57
<b>INC000000234223</b>	Cindy L Holmes Metro D Desktop Support	Print/Copy/Scan/Fax Kevin Perry	Toner/Fuser/Ink Alcoholic Beverage Control	None Low Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	4.14 4.50
<b>INC000000234414</b>	Liquor Store 15 Metro D Desktop Support	EIS Hardware Rod Tucker	None Alcoholic Beverage Control	None Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000234417</b>	Liquor Store 33 Metro D Desktop Support	EIS Hardware Rod Tucker	None Alcoholic Beverage Control	None Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000234610</b>	Liquor Store 31 Metro D Desktop Support	Application Rod Tucker	None Alcoholic Beverage Control	None Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000234753</b>	Anita Knowley Voice Operations	Telecom Annette Nielsen	Hardware Alcoholic Beverage Control	Telephone Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.23 0.23
<b>INC000000234759</b>	Anita Knowley Voice Operations	Telecom Annette Nielsen	Hardware Alcoholic Beverage Control	Telephone Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.38 0.38
<b>INC000000235461</b>	Brett Clifford Metro D Desktop Support	PC/Laptop Rod Tucker	Error Alcoholic Beverage Control	None Medium Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.30 0.30
<b>INC000000236013</b>	Crystal Ludwig Metro B Help Desk	PC/Laptop Gavin Barney	Hardware Alcoholic Beverage Control	None Low Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000236155</b>	Liquor Store 25 Metro D Desktop Support	Application Rod Tucker	None Alcoholic Beverage Control	None Low Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000236160</b>	Liquor Store 43 Metro D Desktop Support	EIS Hardware Rod Tucker	None Alcoholic Beverage Control	None Medium Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000236195</b>	Liquor Store 25 Metro D Desktop Support	Application Greg Clawson	Error Alcoholic Beverage Control	Triversity Point-of-Sale Low Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000236197</b>	Liquor Store 37 Metro D Desktop Support	Application Greg Clawson	Error Alcoholic Beverage Control	Triversity Point-of-Sale Low Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00

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<b>INC000000236201</b>	Liquor Store 25 Metro D Desktop Support	Application Greg Clawson	Reporting Alcoholic Beverage Control	Triversity Point-of-Sale Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000236330</b>	Liquor Store 42 Metro D Desktop Support	Network Rod Tucker	None Alcoholic Beverage Control	None Medium	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000236468</b>	Liquor Store 15 Metro D Desktop Support	Application Greg Clawson	Error Alcoholic Beverage Control	Triversity Point-of-Sale Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000236572</b>	Liquor Store 16 Metro D Desktop Support	Application Rod Tucker	None Alcoholic Beverage Control	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000236580</b>	Liquor Store 38 Metro D Desktop Support	Network Greg Clawson	Incident Alcoholic Beverage Control	None Medium	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.03
<b>INC000000236936</b>	Liquor Store 20 Metro D Desktop Support	Print/Copy/Scan/Fax Greg Clawson	Incident Alcoholic Beverage Control	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000236937</b>	Liquor Store 24 Metro D Desktop Support	Application Greg Clawson	Error Alcoholic Beverage Control	Triversity Point-of-Sale Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000236938</b>	Liquor Store 22 Metro D Desktop Support	Application Greg Clawson	Error Alcoholic Beverage Control	Triversity Point-of-Sale Medium	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000237091</b>	Liquor Store 20 Metro D Desktop Support	Print/Copy/Scan/Fax Greg Clawson	Incident Alcoholic Beverage Control	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000237124</b>	Liquor Store 12 Metro D Desktop Support	Application Rod Tucker	None Alcoholic Beverage Control	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000237175</b>	Liquor Store 41 Metro D Desktop Support	Print/Copy/Scan/Fax Greg Clawson	Incident Alcoholic Beverage Control	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000237178</b>	Tony L Gann Metro D Desktop Support	Print/Copy/Scan/Fax Greg Clawson	Incident Alcoholic Beverage Control	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000237374</b>	Liquor Store 16 Metro D Desktop Support	Application Greg Clawson	Error Alcoholic Beverage Control	Triversity Point-of-Sale Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000237378</b>	Liquor Store 27 Metro D Desktop Support	Application Greg Clawson	Error Alcoholic Beverage Control	Triversity Point-of-Sale Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000237404</b>	Liquor Store 39 Metro D Desktop Support	Application Greg Clawson	Error Alcoholic Beverage Control	Triversity Point-of-Sale Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000237520</b>	Liquor Store 06 Metro D Desktop Support	Application Rod Tucker	None Alcoholic Beverage Control	None Medium	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000237521</b>	Liquor Store 39 Metro D Desktop Support	Application Rod Tucker	None Alcoholic Beverage Control	None Medium	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00

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<b>INC000000237522</b>	Liquor Store 39 Metro D Desktop Support	Application Rod Tucker	None Alcoholic Beverage Control	None Medium	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000237523</b>	Liquor Store 21 Metro D Desktop Support	Application Rod Tucker	None Alcoholic Beverage Control	None Medium	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000237524</b>	Liquor Store 37 Metro D Desktop Support	Application Rod Tucker	None Alcoholic Beverage Control	None Medium	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000237527</b>	Liquor Store 31 Metro D Desktop Support	Application Rod Tucker	None Alcoholic Beverage Control	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000237531</b>	Liquor Store 27 Metro D Desktop Support	Application Rod Tucker	None Alcoholic Beverage Control	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000237533</b>	Liquor Store 17 Metro D Desktop Support	Application Rod Tucker	None Alcoholic Beverage Control	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000237759</b>	Liquor Store 33 Metro D Desktop Support	PC/Laptop Greg Clawson	Hardware Alcoholic Beverage Control	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000237763</b>	Liquor Store 39 Metro D Desktop Support	PC/Laptop Greg Clawson	Hardware Alcoholic Beverage Control	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000237768</b>	Liquor Store 37 Metro D Desktop Support	Application Greg Clawson	Reporting Alcoholic Beverage Control	Triversity Point-of-Sale Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000237771</b>	Liquor Store 36 Metro D Desktop Support	PC/Laptop Greg Clawson	Hardware Alcoholic Beverage Control	None Medium	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000237876</b>	Liquor Store 19 Metro D Desktop Support	Application Greg Clawson	Error Alcoholic Beverage Control	Triversity Point-of-Sale Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000237882</b>	Liquor Store 02 Metro D Desktop Support	Application Greg Clawson	Error Alcoholic Beverage Control	Novell GroupWise 32-bit Window Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000238101</b>	Chris Johnson Voice Operations	Telecom Annette Nielsen	Dial Tone Alcoholic Beverage Control	Telephone High	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.09 0.09
<b>INC000000238235</b>	Anita Knowley Application Services	Server Danielle Hood	Performance Alcoholic Beverage Control	None Low	Resolved	TIR Missed: Yes TTR Missed: Yes	TIR: TTR:	1.35 6.78
<b>INC000000238308</b>	Liquor Store 37 Metro D Desktop Support	None Scott Hulse	None Alcoholic Beverage Control	None Medium	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000238607</b>	Liquor Store 02 Metro D Desktop Support	Application Greg Clawson	Error Alcoholic Beverage Control	Novell GroupWise 32-bit Window Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000238611</b>	Liquor Store 30 Metro D Desktop Support	Application Greg Clawson	Error Alcoholic Beverage Control	Triversity Point-of-Sale Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00

# Enterprise Incident Report Dec 2010

As of 1/3/2011

## Alcoholic Beverage Control

<b>INC000000238617</b>	Liquor Store 22	Application	Error	Triversity Point-of-Sale	TIR Missed: No	TIR: 0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low Resolved	TTR Missed: No	TTR: 0.00
<b>INC000000238619</b>	Liquor Store 17	None	None	None	TIR Missed: No	TIR: 0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low Resolved	TTR Missed: No	TTR: 0.00
<b>INC000000238621</b>	Liquor Store 31	Application	Reporting	Triversity Point-of-Sale	TIR Missed: No	TIR: 0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Medium Resolved	TTR Missed: No	TTR: 0.00
<b>INC000000239183</b>	Liquor Store 30	Application	Error	Triversity Point-of-Sale	TIR Missed: No	TIR: 0.00
	Metro D Desktop Support	Scott Hulse	Alcoholic Beverage Control	Low Resolved	TTR Missed: No	TTR: 0.00
<b>INC000000239255</b>	Liquor Store 18	None	None	None	TIR Missed: No	TIR: 0.00
	Metro D Desktop Support	Scott Hulse	Alcoholic Beverage Control	High Resolved	TTR Missed: No	TTR: 0.00
<b>INC000000239270</b>	Liquor Store 31	Application	Reporting	Triversity Point-of-Sale	TIR Missed: No	TIR: 0.00
	Metro D Desktop Support	Scott Hulse	Alcoholic Beverage Control	Medium Resolved	TTR Missed: No	TTR: 0.00
<b>INC000000239280</b>	Liquor Store 24	Server	Performance	Triversity Point-of-Sale	TIR Missed: No	TIR: 0.00
	Metro D Desktop Support	Scott Hulse	Alcoholic Beverage Control	Low Resolved	TTR Missed: No	TTR: 0.00
<b>INC000000239357</b>	Liquor Store 02	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	TIR: 0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low Resolved	TTR Missed: No	TTR: 0.00
<b>INC000000239381</b>	Cindy L Holmes	Print/Copy/Scan/Fax	None	None	TIR Missed: No	TIR: 0.11
	Metro D Desktop Support	Kevin Perry	Alcoholic Beverage Control	Low Resolved	TTR Missed: No	TTR: 5.75
<b>INC000000239392</b>	Liquor Store 06	Application	Reporting	Triversity Point-of-Sale	TIR Missed: No	TIR: 0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low Resolved	TTR Missed: No	TTR: 0.00